

FY 2006 Centers' Survey and Webtrend Results

**Innovative
Solutions
to your
Environmental
Challenges**

**Center users tell us
that the Centers:**

*Provide information not
available elsewhere in a
concise and well organized
manner.*

*Provide better understanding
of regulatory application to
my industry. Answers to
specific questions.*

*Make me aware of new regula-
tions and provide examples
and on-line help and reports
with detailed examples.*

*Assure that projects I manage
are suitably designed to meet
regulatory intent and
requirements to the greatest
extent possible.*

The U.S. Environmental Protection Agency (EPA) has sponsored partnerships with industry, academic institutions, environmental groups, and other agencies to launch 14 sector-specific Compliance Assistance Centers (Centers) since 1996. Ten Centers were launched in the first 5 years, 4 more were launched over the next 5 years. Each of these web-based Centers address real world issues in language that speaks to the regulated entities. Through Internet Web sites, telephone assistance lines, and e-mail discussion groups, the Centers are helping businesses, local governments, and federal facilities understand and comply with federal environmental requirements and save money through pollution prevention techniques.

How is Center Satisfaction and Use Assessed?

The Centers use several methods to evaluate site activity, user satisfaction, and use of Center information. First, the Centers uniformly filter and evaluate their site activity data to reflect as closely as possible Center use by their intended audiences. Second, the Centers began annually surveying their users in 2002. In FY 2006, there were 858 survey respondents.

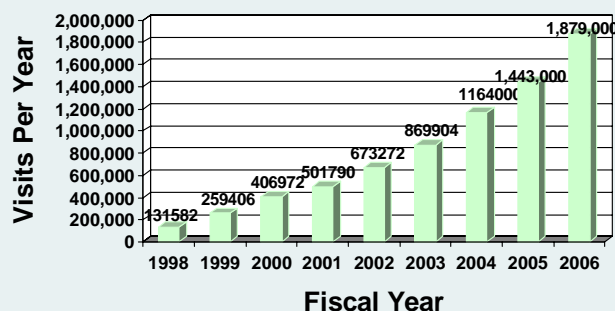
Is Center Use Growing?

Yes, Center activity for FY 2006 increased 30% from FY 2005. In FY 2006, the Centers Websites were visited 1,879,000 times by their target audiences and the public, and experienced over 4,182,000 requests for web pages and compliance assistance documents.

Are Center Users Satisfied?

Yes, Center survey respondents expressed a high degree of satisfaction with Center services. 84% of the assistance provider community agreed or strongly agreed that the Centers helped them understand regulations that apply to a sector, local government, or federal facility. Likewise, 88% of the regulated community respondents agreed or strongly agreed that the Centers helped them understand applicable environmental requirements.

Compliance Assistance Center Activity Trends



For More Information

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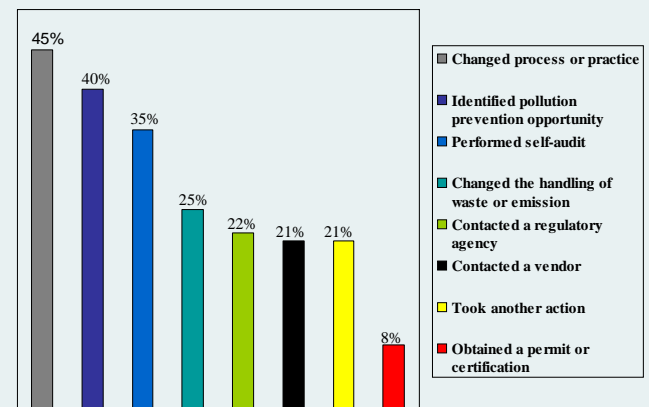
Visit The Compliance Assistance Center Homepage

www.assistancecenters.net

How Is Center Information Being Used?

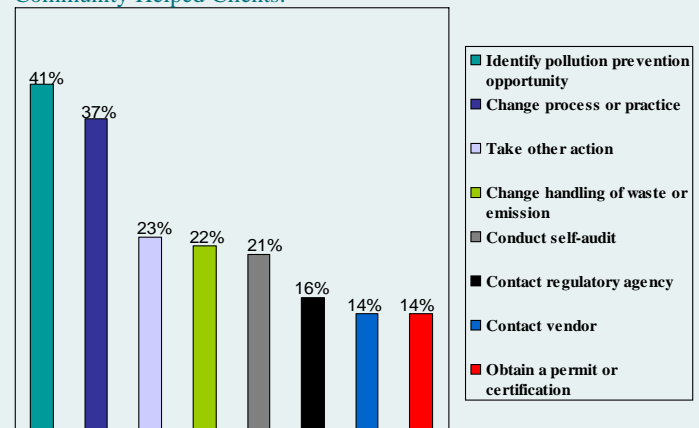
Survey responses are consistent with last year's results and indicate that Center information is well used. In fact, 82% of the regulated entity respondents **took action** to improve environmental management practices. Actions ranged from changing a process or practice to contacting a regulatory agency.

Regulated Entity Actions Taken



The assistance provider community is also making changes based on Center information. 75% of the assistance provider community respondents **took one or more actions** as a result of Center use. Actions included: helping clients identify pollution prevention opportunities, change processes or practices and change handling of waste or emissions; and helping a client obtain a permit or certification.

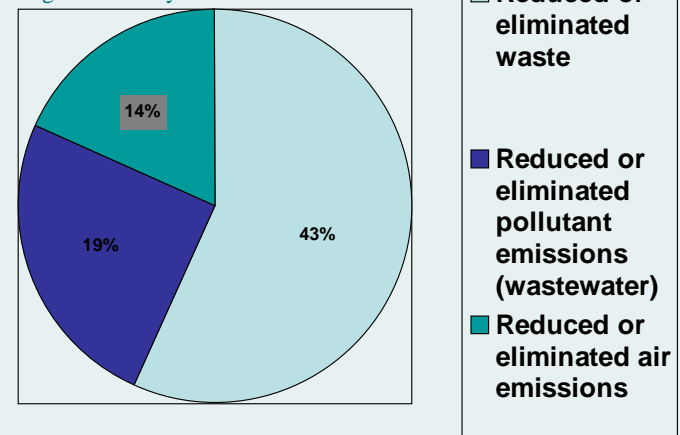
Assistance Provider Community Helped Clients:



What Are The Benefits Of These Actions?

55% of the regulated community and 47% of the assistance provider community respondents indicated they reduced, treated, or eliminated pollution as a result of Center use.

Regulated Entity Benefits



In Summary:

The Centers are serving their intended purpose by providing appropriate and current information which users indicate increases their understanding of applicable regulations.

Center information is being put to good use, Respondents:

- Took action as a result of Center use
- Indicated environmental improvements